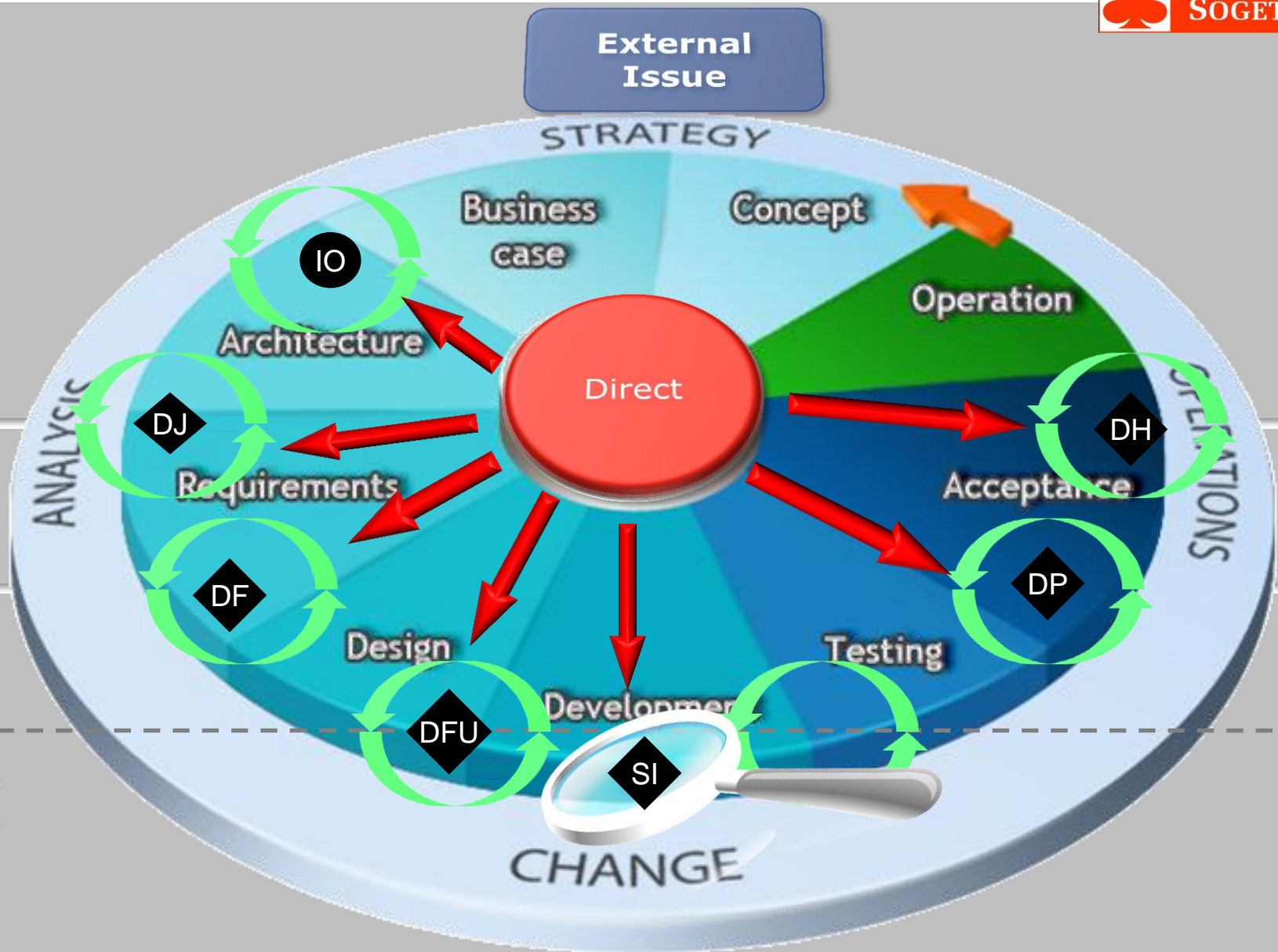


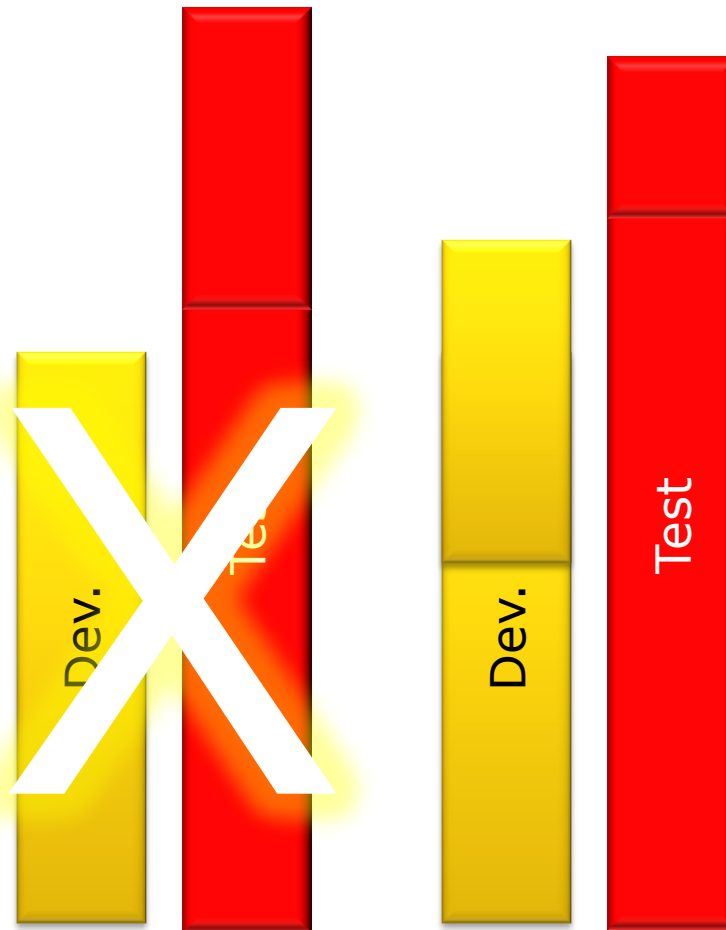
Business
Business demand
Supply
Out-sourced Supply



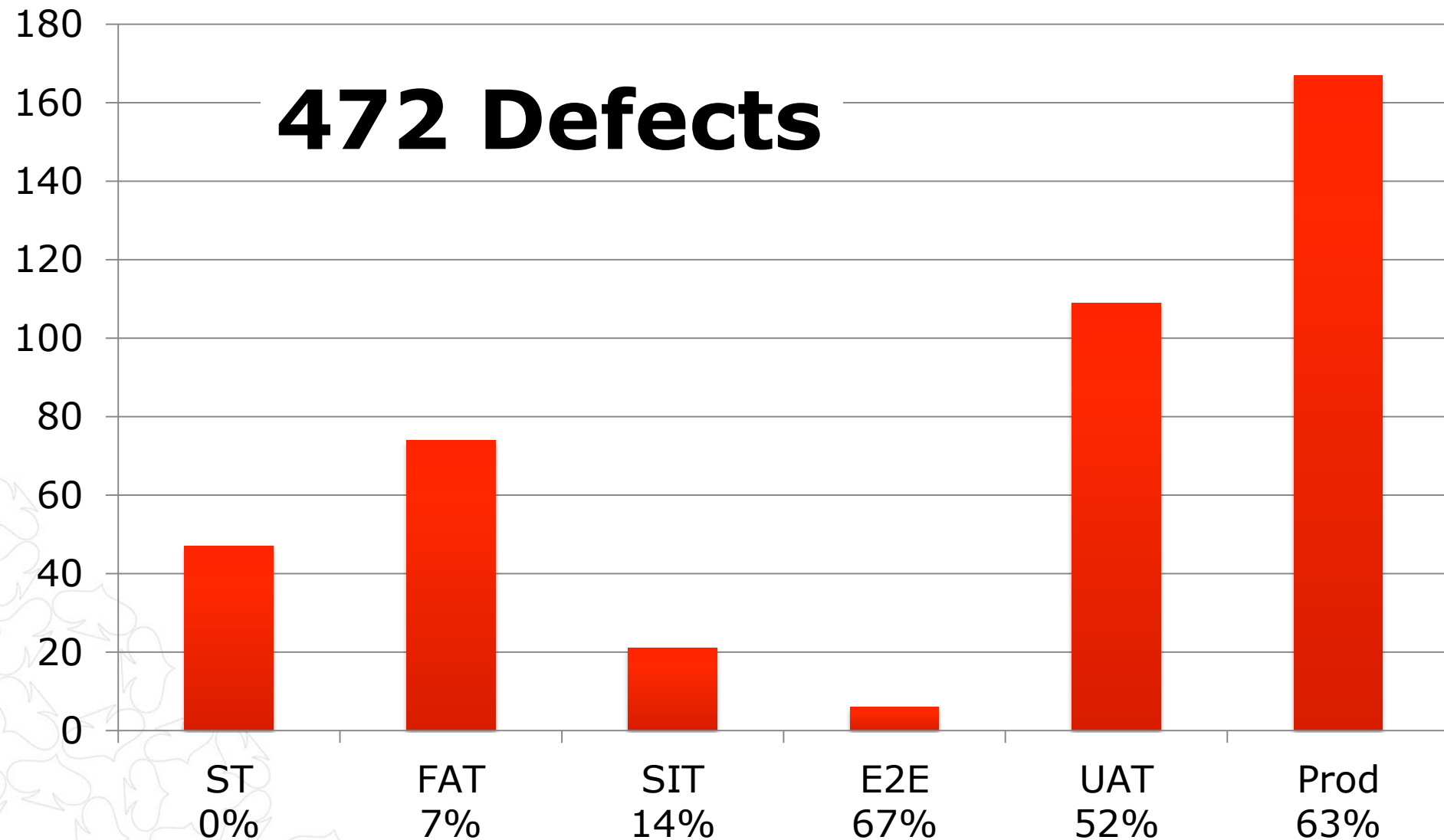


Operational Quality Assurance

Quality Governance is improving the total SDLC

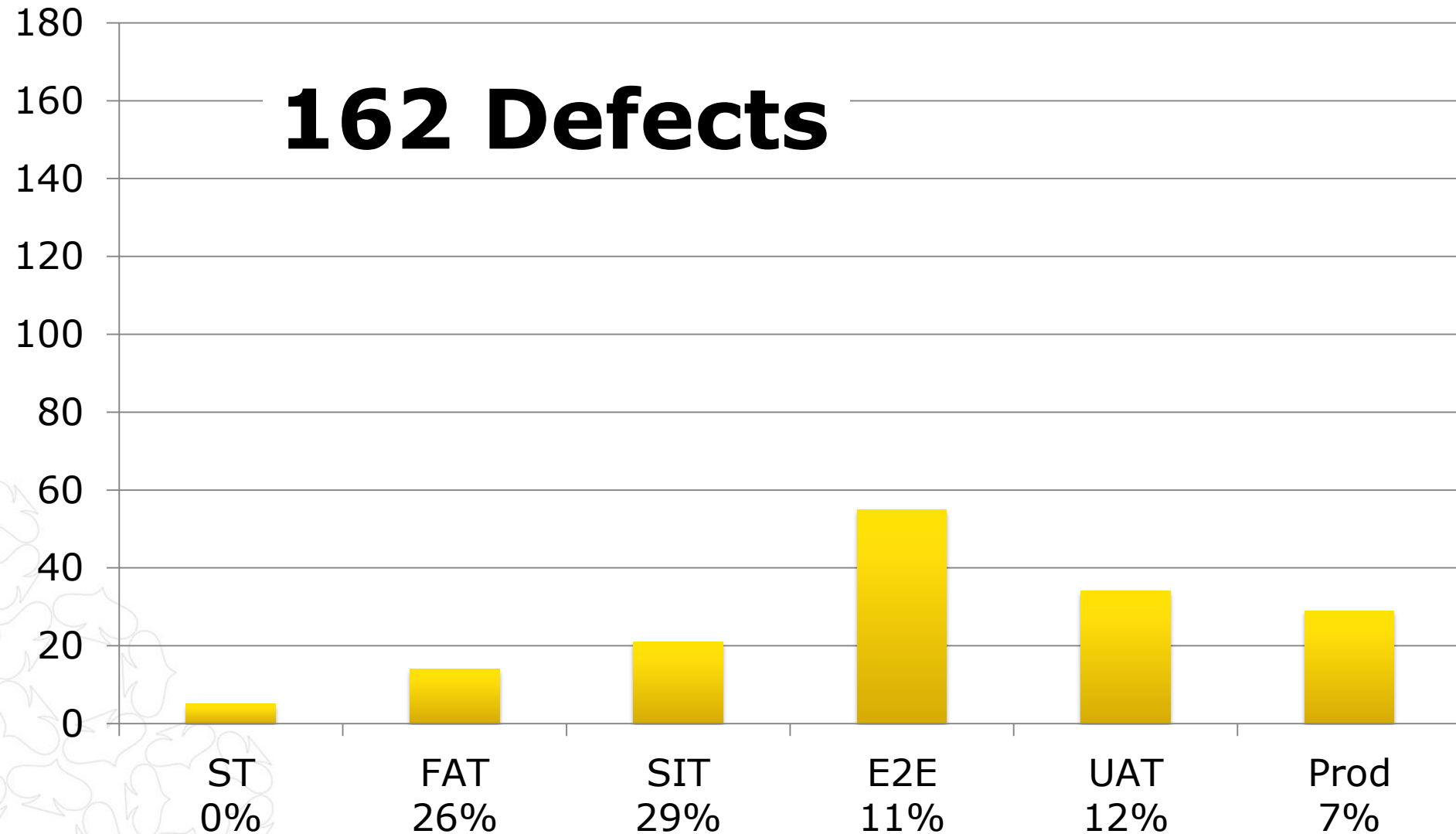


Defects that escape: Before

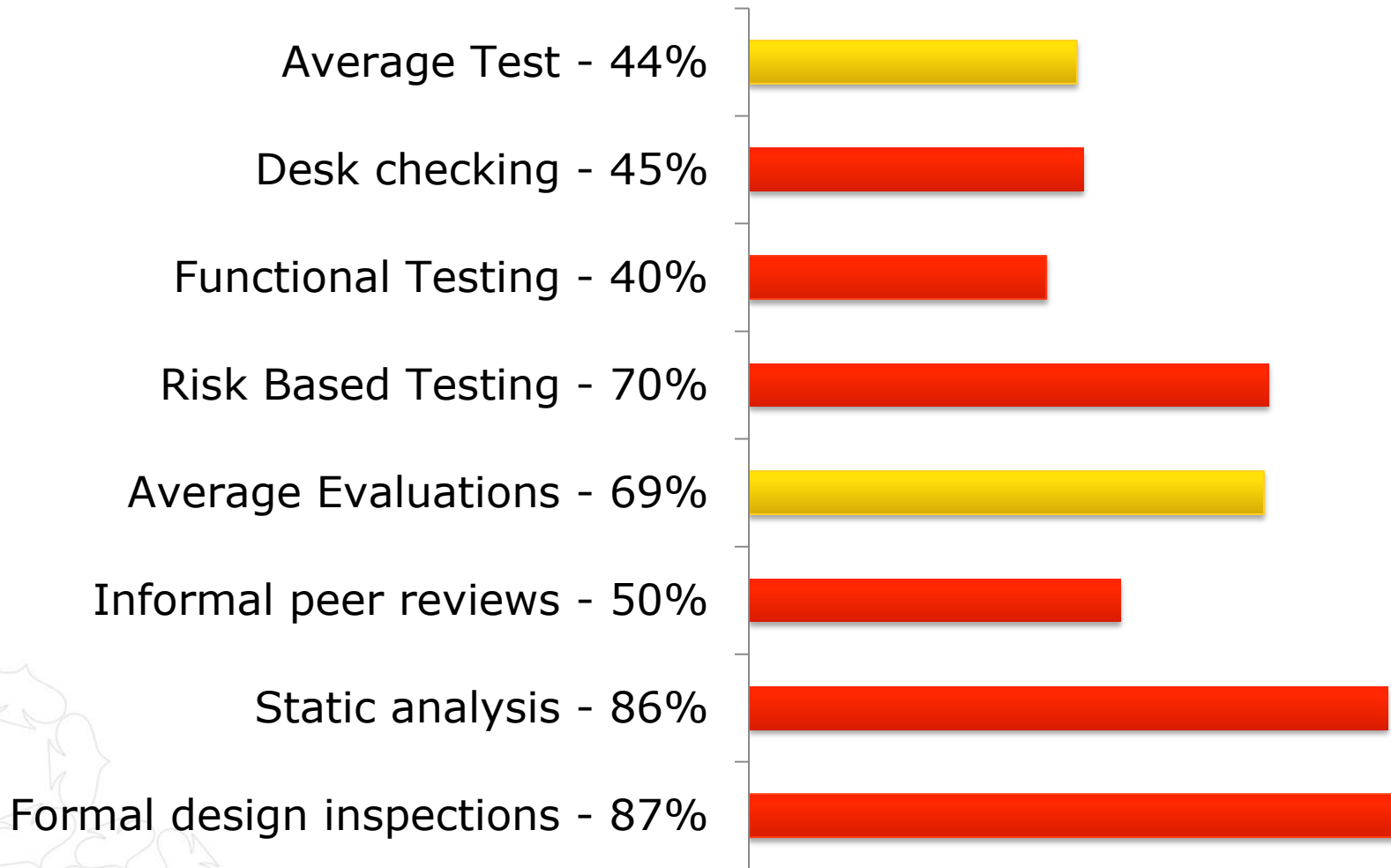


Defects that escape: After

162 Defects



Efficient options to find defects



Source: Capers Jones, 2011

Knowledge only in the Mind

Doing Model Based Reviews

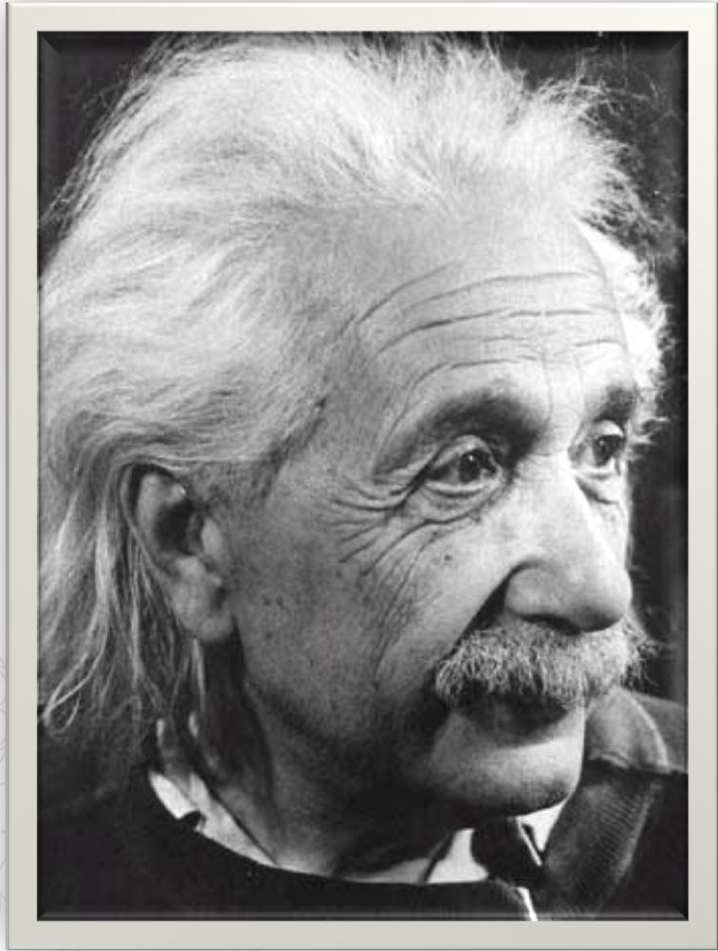


Collaboration





Track 3 - Work 'smart'



**“It’s not that
I’m so **smart**,
it’s just that I
stay with
problems
longer.”**

- Albert Einstein